



TOWN OF NOTTINGHAM, NH
139 STAGE ROAD
PO BOX 114
NOTTINGHAM, NH 03290
603.679.5022

**Request for Proposals
Information Technology Assessment & Services**

Proposals are due no later than 12:00pm on April 22, 2022

The Town of Nottingham seeks proposals for information technology consulting services to assess the Town's information technology program and infrastructure, provide information technology support services, and develop short- and long-term recommendations for related hardware and software.

Scope of Services:

The Town is seeking a multi-year relationship with a vendor to provide the following:

A. Support services such as:

- Monitor performance and maintain (including preventive maintenance and software updates) network and local hardware, software and virus protection, including remote and on-site emergency response and "help desk" tech support as necessary;
- Maintain internet connectivity, firewall and routers;
- Assist in research and selection of software products as needed;
- Assist with preparing annual budget recommendations;
- Research, recommend, and install new equipment;
- Train staff as systems are upgraded/introduced;

B. System assessment:

- Assess the Town's existing information technology infrastructure and network environment, including hardware, software, controls, policies, and procedures, to ensure that personnel have appropriate technology for current needs and that the network(s) is stable and secure;
- Assess existing back-up and disaster recovery equipment and procedures
- Assess remote access capabilities for personnel;

C. Planning and guidance:

- Provide practical and cost-effective short- and long-term recommendations to address identified deficiencies;
- Review hardware/software maintenance contracts and performance, provide recommendations as needed;
- Collaborate with town library and school I.T. staff to recommend improvements or efficiencies;
- Meet individually and jointly with town officials and employees to provide guidance on software and hardware purchases and policies, as needed.

Background:

The Town has roughly 50 employees using IT equipment in six locations, and increasingly in the field with mobile hardware. These locations include two wired networks and 4-5 areas with wireless network

access. IT Support Services have been provided by two separate firms over the past several years, one for the police department and one for town offices. The separation with one firm (retirement) has created an opportunity for the town to evaluate services overall. Locations such as the fire department have essentially been independent from these services.

Maintenance, planning, and hardware/software purchasing and replacement has been sufficient, but disjointed, and budgets have been limited. A comprehensive approach and plan will be necessary to keep pace with security concerns, software and service improvements, and employee needs. However, cost will continue to be a driving factor in the town's IT decisions.

Current conditions:

Location	Work Stations	Servers	Networks	Other	Essential Local Software
Town Office	15	1	1	Also state-owned Town Clerk PC	Office, BMSI, Avitar Assessing, Tax Collect, and Permitting
Police Department	7	1	1	4 mobile data terminals	Office, IMC
Fire Department	4				Office, Firehouse
Highway Dept	1				
Recycling Center	1				

Proposal Submission Requirements:

Proposals are due no later than 12:00 Noon on Friday, April 22, 2022. Electronic submission only to Town Administrator Chris Sterndale, csterndale@nottingham-nh.gov.

Include the following components:

1. Firm name, address, and contact information of individuals authorized to answer questions.
2. Executive Summary: Briefly summarize the proposal and identify that which makes your firm uniquely qualified for this contract.
3. Firm Profile: Include background and ownership of the company; number of employees; location of primary and any satellite locations; number and nature of professional staff to be assigned to this project; identify supervisory and management staff and summarize experience.
4. Service Outline: Describe the mix of on-site and remote services that are anticipated, including the frequency and duration of on-site work that is expected.
5. References: Provide a list, with current contact information, of similar engagements performed by the proposer within the past three (3) years. Provide any additional data where your firm has

previously worked for a NH municipal agency, and where your firm has provided services in a CJIS-compliant environment.

6. Cost: Provide a standard fee schedule (hourly rate or other proposal) for services offered and include description of conditions and rates for out-of-scope work. It is understood that the fee will include services only and will not include the cost of any equipment or software. However, to the extent that the firm desires to serve as a vendor of hardware or software, a description of its pricing program should also be included.
7. Subcontracting: Identification of any services that may be subcontracted, including if known the name of the subcontractor and applicable experience.
8. Insurance: Include proof of insurance, including worker's compensation and general liability of at least \$1,000,000 single limit.
9. Other: Vendors are welcome to submit supporting information or references in support of their proposal.

The Town is aware of the time and effort required to prepare responses to proposals and invites vendors to let us know of any proposal requirements that are unclear and/or create difficulty in responding. The Town reserves the right to reject any and/or all proposals and to waive any informalities or irregularities in procedure.

EVALUATION AND SELECTION

Proposals will be reviewed and selected firms will be invited to visit for on-site interview. Final selection will be based on criteria including but not limited to:

1. Related Experience and expertise
2. Overall methodology and approach to the project
3. Vendor resources and ability to deliver timely service
4. References from similar clients
5. Cost

It is the Town's intention to select one firm to perform all services. The Town reserves the right to reject any and/or all proposals, to waive any technicalities, informalities or irregularities, to accept or reject all or part of a proposal, and to be the sole judge of the suitability of the proposals offered.

Questions regarding this request for proposals should be directed to Town Administrator Chris Sterndale, csterndale@nottingham-nh.gov.